



# **California Department of Justice CURES Information Exchange Web Service Service Level Agreement**

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## Document Overview

This document is a Service Level Agreement (SLA) between the California Department of Justice (DOJ) and entity that operates a health information technology systems (ENTITY) that have executed a memorandum of understanding with the DOJ for the Controlled Substance Utilization Review and Evaluation System (CURES) Information Exchange Web Service. This SLA describes the IT services designed to support and sustain integration with ENTITY's health information technology system.

This SLA shall remain valid until superseded by a revised SLA or until the executed MOU is no longer valid.

## 1. Purpose

The purpose of this SLA is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to ENTITY by the DOJ.

## 2. Stakeholders

The following service provider and clients will be used as the basis of the SLA and represent the primary stakeholders associated with this SLA:

**IT Service Provider:** Department of Justice ("DOJ")

**IT Client:** Entity operating the Health Information Technology system ("ENTITY")

## 3. Periodic Review

The DOJ IT manager may conduct regular reviews of this document, and the contents of this document may be amended, as needed. ENTITIES will be notified of any changes and updated SLAs will be posted to the DOJ CURES website.

## 4. Service Agreement

The following detailed service parameters are the responsibility of the DOJ in the ongoing support of this SLA.

### 4.1. Service Scope

The following services are covered by this SLA:

- Telephone support
- Email support
- Remote assistance using Remote Desktop and a Virtual Private Network, when needed



## 4.2. Client Requirements

ENTITY responsibilities and/or requirements in support of this SLA include:

- Signed Memorandum of Understanding
- Payment of the connectivity fee and, if applicable, the maintenance fee
- Reasonable availability of customer representative(s) when resolving a service-related incident or request

## 4.3. DOJ Requirements

DOJ responsibilities and/or requirements in support of this SLA include:

- Response to service-related incidents
- Appropriate notification to ENTITY for all scheduled maintenance

## 4.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all ENTITIES

# 5. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services, and related components.

## 5.1. Service Availability

Coverage specific to the services covered in this SLA are as follows:

- Telephone support: 8:00 A.M. to 5:00 P.M. Pacific Standard Time (PST), Monday through Friday, excluding state holidays.
  - Calls received outside of these hours will be forwarded to an after-hours call center, and, if not resolved, addressed the following business day.
- Email support: Monitored 8:00 A.M. to 5:00 P.M. PST, Monday through Friday, excluding state holidays.
  - Emails received outside of office hours will be addressed the next business day.



## 5.2. Service Requests

In support of services outlined in this SLA, the DOJ will respond to service-related incidents and requests submitted by the ENTITY within the following time frames:

- DOJ will respond within 0-8 business hours for issues classified as high priority. For example, the client is unable to connect to CURES Information Exchange Web Service.
- DOJ will respond within 48 hours, or the next business day, to issues not classified as high priority.

Customers are encouraged to review Frequently Asked Questions and the latest version of CURES Information Exchange Web Service Implementation Guide before requesting assistance. Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.